

Mr. Patrick Abbott
Maintenance & Diagnostics, LLC
440 Baldwin Tower
1510 Chester Pike
Eddystone, PA 19022

Dear Patrick,

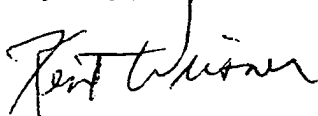
Thank you for the call on the meeting with the proper EPRI people for MasterLink[®]! We appreciate your help and await your advice on when we are to be there, who we will be presenting to, and time allotment. We will also need to plan for time to have discussions with M&D.

On March 6th Jack McElroy challenged me to differentiate MasterLink[®] from the competition. We did that in our presentation and demonstration to you June 11th and we thank you for conveying that to Jack, Bill Woyshner, Bill Vollmer and others at M&D. From our presentation and demonstration you quickly realized that the workers can be mobile or stationary, there is action/reaction and feedback and that MasterLink[®] could be a rather strong front-end addition to your O&M workstation.

We understand and appreciate M&D has a lot on its plate however, we have a strong contribution that will significantly complement the business of EPRI members as well as M&D.

For further consideration, we attach a copy of the M&D Goal--MasterLink[®] contribution that we submitted to Jack and Bill plus a short summation and the latest revision of our presentation to you.

Very truly yours,



Kent A. Weisner
President

KAW:PAY

Encl.

cc: Bill Woyshner w/encl.
Jack McElroy w/encl.

MasterLink has many of the same goals as Maintenance & Diagnostics, LLC. The purpose of this document is to show how the two companies may develop synergy by mutually supporting each others objectives.

M&D Goal: **Establish and maintain strategic advantage for optimizing operation and maintenance practices through programmatic application of technologies.**

MasterLink Contribution:

Our long-term strategy for our Facilities Automation Simplification Technology (FAST) architecture is to enable the integration and coordination of all corporate information resources to improve productivity and profitability. FAST can be the Master-Link used to join various specialized chains of automation common to all businesses, such as the following:

* maintenance	* security	* life/safety
* environmental	* production	* administration
* engineering	* accounting	* purchasing
* sales	* customer service	* information systems

We believe that our ultimate success will be driven by our ability to become an indispensable source of work process management, and mobile workforce innovation for our customers.

M&D Goal: **Develop, optimize, and implement adaptive maintenance strategies, products, and services.**

MasterLink Contribution:

FAST creates a sustained linkage between strategy and the way work is done through the use of policy templates. These templates are the "rules book" that controls the interactions of all facilities/equipment requiring work, corporate resources performing work (internal & external), and the reporting measures required to monitor the results. This gives corporate management the ability to adjust their tactical operations on an as-needed basis. The result is continuous process improvement with the accompanying economic benefit of least-cost services delivery for our customers and partners.

M&D Goal: Focus on improving skills and decision making of client front-line, hands-on workers.

MasterLink Contribution:

FAST manages all activities at the task level by providing step-by-step instructions, situation assessment or diagnostic advice, historical data, even training information to the jobsite via a hand-held computer. The availability of these aides, with FAST governing the entire work order process, eliminates time-wasting activities and gives management unparalleled control of the work force. The result is a 30%, or more, increase in crew productivity.

M&D Goal: Improve skills of managing change for managers and supervisors in applying new processes of technologies and applications.

MasterLink Contribution:

Policy level, or operational level managers can easily use FAST to extract complex information that is presented in easy-to-understand format. FAST gives management the freedom to change operating policy as often as needed to adapt to changing conditions. Additionally, FAST will actually track the effectiveness of policy decisions made, manager-by-manager, to improve accountability.

Additional MasterLink Contributions:

- * M&D can use FAST to become a more efficient service provider, enabling it to outsource more work for its customers.
- * M&D can use FAST to express its corporate knowledge in a state-of-the-art information delivery system to help its customers remain competitive.
- * M&D can participate, with equity, in MasterLink to develop and deploy a unique value-adding product with extraordinary market potential.

MasterLink[©]

What is it?

How is it different?

Why is it better?

MasterLink[©],

The Process-Focused Job Management System that Empowers the Worker and Management. It uses Active System Agents to Automate the Supervisory Processes, Uses a set of Flexible Rules "Policy" to Control System Agents, Links Workers to All Job Information When they Need It, Automates Data Reporting and Equips Management with Tools to Improve Workers Productivity.

- ◆ This Enables the Organization to Do the Job Right the First Time.

- ◆ Improves Effectiveness of the Whole Organization and Cuts the Cost of Supervision and Labor
- ◆ It is Intelligent and Keeps on Improving
- ◆ It Captures and Preserves Proprietary Knowledge, Expands It, and Shares It on a Real Time Basis with the Whole Organization

MasterLink[©] ,

Is an Opportunity to Double the Effectiveness of
your Workforce

What is MasterLink[©]?

It is A Process-Focused Job Management System That:

- ◆ **Automates** Work Planning/Scheduling/Dispatching
(Supervision)
- ◆ **Links** Workers to all Job Information When They
Need it
- ◆ **Automates** Field Data Reporting
- ◆ **Equips Corporate Management** with Tools to
Improve Worker Productivity

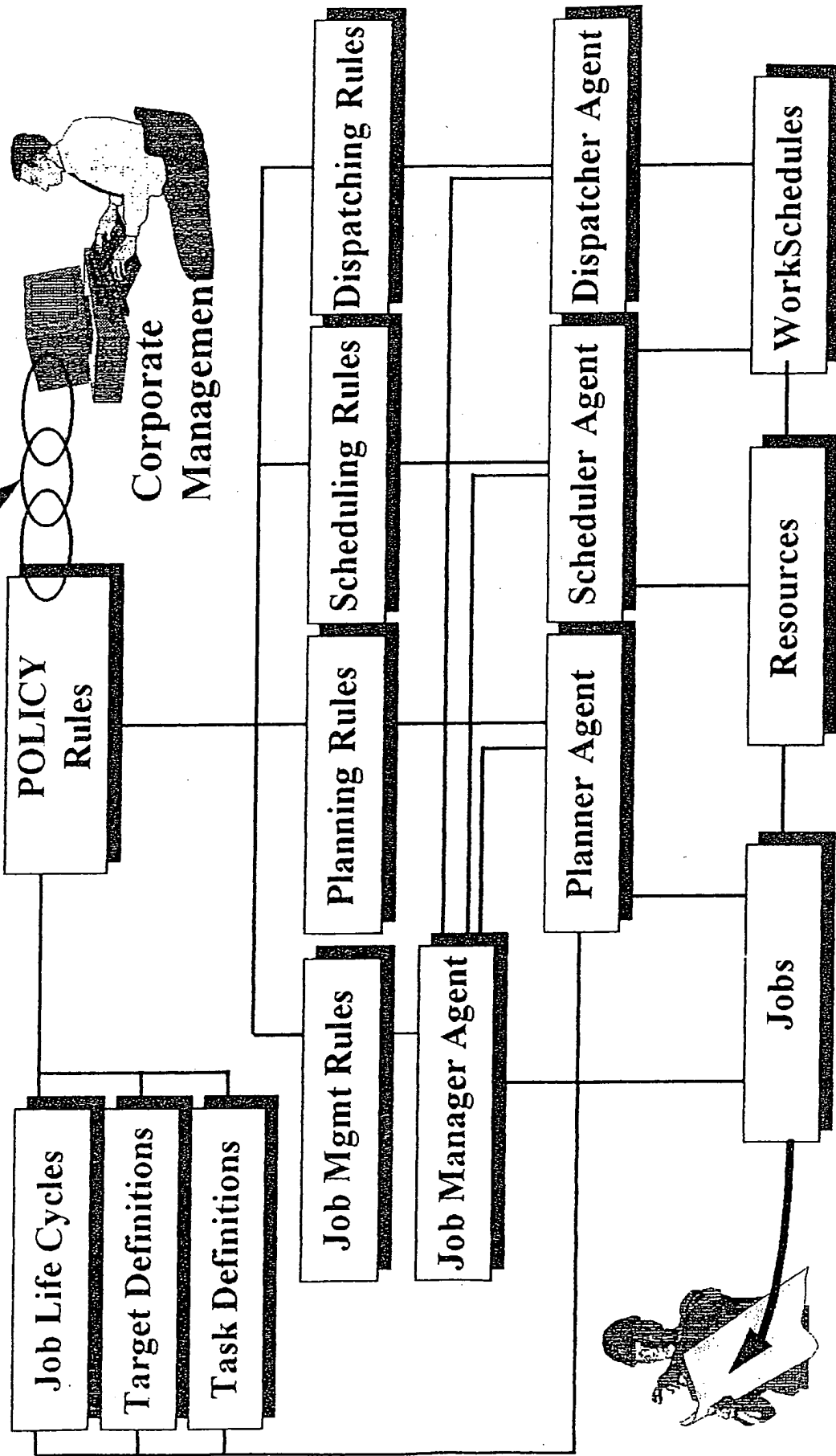
How is the MasterLink[©]

Solution Different?

- ◆ It Uses "**System Agents**" (Computer Representations of Human Functions) to **Automate** Supervisory Processes, i.e., Planning/Scheduling/Dispatching
- ◆ It Uses A set of Flexible Rules "**Policy**" to Control System Agents
- ◆ It **Links Corporate Management Directly to Their Workers Through Policy**

Management Control Through POLICY

The "Master Link"



Policy Benefits Equation:

Enterprise Objective/Event

- + Task Definition Tools
- + Real-Time Policy Adjustment Capabilities
- + Automated Supervisory Functions
- + Informed Mobile Workers
- + Effectiveness Feedback Tools

= Max. Use of Resources @ Min. \$ Cost

What is Wrong With Current Solutions?

◆ They are "Data Centric" Approaches That:

- Do not Encourage Process Innovation
- Still require Intense Manual Supervision
- Prevent Corporate Management From Being In Direct Control of Their Workforces
- Are Not Easily Adapted to Individual Enterprise Requirements

◆ They are Expensive to Implement and Evolve

MasterLink[©] is Better, Because:

- ◆ It is "Process Centric" Approach that Enables Continuous Improvement of Workforce Productivity ●
- ◆ It Fully Automates ALL Supervisory Functions
- ◆ It Puts Corporate Management in Direct Control of Workers through "Policy"
- ◆ In Real-time, it Informs, Enables, and Keeps Score
- ◆ Its Design is Easily Adapted to ANY Enterprise or Market ●
- ◆ When It is Utilized as an Industrial Online Service, It is Very Cost-Effective

What Is MasterLink?

It is A Process-Focused Job Management System That:

- ◆ Automates Work Planning/Scheduling/Dispatching (SUPERVISION)
- ◆ Links Workers to all Job Information When They Need it
- ◆ Automates Field Data Reporting
- ◆ Equips Corporate Management with Tools to Improve Worker Productivity

MasterLink